

CLAIMS

What is claimed is:

1. A system for operating at least one automated dialog, comprising:

a definer that is accessible to a configuror, wherein the definer allows for the assemblage of the at least one automated dialog via at least one non-program coding interface;

at least one data module that is incorporated into the at least one automated dialog after assemblage, wherein the at least one data module comprises at least one information item about at least one recipient of the at least one automated dialog;

an executor that incorporates the at least one automated dialog and the at least one data module into a joinder communication, and that executes an communication in accordance with the joinder communication; and

a communication interface, wherein the communication reaches the recipient through the interface.

2. The system of claim 1, wherein the executor further includes at least one assessor, wherein the assessor employs voice recognition to assess at least one interaction mechanism to the communication.

3. The system of claim 2, wherein the communication is outgoing.
4. The system of claim 2, wherein the communication is incoming.
5. The system of claim 1, wherein the communication interface includes at least one interaction mechanism.
6. The system of claim 5, wherein the at least one interaction mechanism comprises at least one close-ended response to a close-ended question to the recipient in the at least one automated dialog.
7. The system of claim 6, wherein the close-ended response is reported to the configurator.
8. The system of claim 5, wherein the at least one interaction mechanism comprises at least one open ended response to an open-ended question to the at least one recipient in the at least one automated dialog.

9. The system of claim 8, wherein the open-ended response is transcribed and reported to the configurator.
10. The system of claim 9, wherein the transcription is a full text transcription.
11. The system of claim 10, wherein the transcription is generated from a natural language recognizer.
12. The system of claim 10, wherein the transcription is generated manually.
13. The system of claim 1, wherein the definer includes at least one wizard.
14. The system of claim 13, wherein the at least one wizard provides to the configurator at least one customer application.
15. The system of claim 14, wherein the at least one customer application includes a recommendation for dialog flow of the at least one automated dialog.

16. The system of claim 1, wherein the at least one data module includes at least one recipient format.

17. The system of claim 16, wherein the at least one data module includes at least one recipient demographic information.

18. The system of claim 17, wherein the demographic information includes age.

19. The system of claim 17, wherein the recipient format is varied in accordance with the at least one recipient demographic information.

20. The system of claim 19, wherein the demographic information includes age.

21. The system of claim 17, wherein the at least one automated dialog is varied in accordance with the recipient format.

22. The system of claim 1, wherein the communication interface includes at least one selected from email, telephone, IP telephony, Web, mail and SMS.

23. The system of claim 1, wherein the communication interface is network based.

24. The system of claim 1, wherein the automated dialog includes at least one selected from the group consisting of medication adherence, health monitoring, claims adjudication, health monitoring surveys, drug-to-drug migration, change in insurance benefits and patient recruitment.

25. The system of claim 24, wherein the medication adherence comprises a prescription refill request.

26. The system of claim 25, wherein the prescription refill dialog is a close-ended dialog.

27. The system of claim 5, wherein the at least one automated dialog is varied in accordance with the interaction mechanism to the at least one automated dialog.

28. A system for executing at least one automated dialog, comprising:

at least one non-programming interface, wherein the at least one non-programming interface includes at least one graphics wizard, and wherein entry by a configuror of at least one non-programming dialog request is facilitated by receipt of at least one non-programming interaction of the configuror with the at least one graphical wizard;

a definer that is accessible to a configuror via the at least one non-programming interface, wherein the definer assembles a first portion of the at least one automated dialog in accordance with the at least one non-programming dialog request; and

an executor that incorporates the first portion of the at least one automated dialog and at least one data module into the at least one automated dialog, and that executes a communication in accordance with the at least one non-programming interface.

29. The system of claim 28, wherein the communication is outgoing.

30. The system of claim 28, wherein the communication is incoming.
31. The system of claim 28, wherein the executor further includes at least one assessor, wherein the assessor employs voice recognition to assess a response to the executed at least one automated dialog
32. The system of claim 31, wherein the assessed response comprises at least one interactive mechanism.
33. The system of claim 31, wherein the at least one interactive mechanism comprises at least one close-ended response to a close-ended question to the recipient in the at least one automated dialog.
34. The system of claim 33, wherein the close-ended response is reported to the configurator.

35. The system of claim 31, wherein the at least one interactive mechanism comprises at least one open ended response to an open-ended question to the at least one recipient in the at least one automated dialog.
36. The system of claim 35, wherein the open-ended response is transcribed and reported to the configuror.
37. The system of claim 28, wherein the at least one wizard includes at least one template for flow of the at least one automated dialog.
38. The system of claim 28, wherein the at least one data module includes at least one recipient format.
39. The system of claim 38, wherein the at least one data module includes at least one recipient demographic information.
40. The system of claim 38, wherein the at least one automated dialog is varied in accordance with the at least one recipient format.

41. The system of claim 30, wherein the at least one automated dialog is varied in accordance with the interactive mechanism to the at least one automated dialog.